

RingCentral Worker Survey

Survey of workers in Australia, United Kingdom and United States, ages 21-65, working full time or with 2+ part-time jobs

Section 1: Demographic / Qualifying Information

YEAR/MONTH. What is your date of birth?

[TERMINATE IF UNDER 21] [TERMINATE IF YEAR/MONTH= OVER 65]

EMP: What is your current employment status?

1. Employed full-time
2. Employed part-time
3. Self-employed full-time
4. Self-employed part-time **[TERMINATE]**
5. Unemployed but looking for a job **[TERMINATE]**
6. Unemployed and not looking for a job/Long-term sick or disabled **[TERMINATE]**
7. Full-time parent, homemaker **[TERMINATE]**
8. Retired **[TERMINATE]**
9. Student/Pupil **[TERMINATE]**
10. Military **[SHOW ONLY TO US RESPONDENTS] [TERMINATE]**
11. Prefer not to answer **[TERMINATE]**

Part_time1. **[Base = 2 in EMP]** Do you currently work 2 or more part time jobs?

1. Yes **[KEEP]**
2. No **[TERMINATE]**

S0. Which of the following best describes your organization's primary business activity? (Select one)

1. Professional Services (Marketing, consulting, legal, publishing, etc.)
2. Technology
3. Healthcare
4. Consumer Goods (Beverages, Food, etc.)
5. Manufacturing (Automotive, Aerospace, etc.)
6. Construction/Home repair services
7. Hospitality
8. Agriculture & Mining
9. Energy & Utilities
10. Financial Services/Insurance
11. Arts & Entertainment
12. Not-for-Profit
13. Real Estate
14. Retail (Clothing, groceries, etc.)
15. Transportation/Delivery
16. Education
17. Civil Service (Military/Police/Fire)
18. Government (Administration, Agency, etc.)
19. My workplace industry is not similar to any of these **[TERMINATE]**

Section 2: Problem – Overwhelming Comms

Q1. Which of the following types of apps or programs do you use in your current position at work at least once a week? *Please select all that apply.*

1. Email (like Outlook)
2. Office programs (like Microsoft Office 365)
3. Team messaging (like Slack or Teams)
4. Video conferencing (like Webex or Zoom)
5. File sharing (like Box, Dropbox)
6. Social media (like Twitter or LinkedIn)
7. Unified communications (like RingCentral or Microsoft Teams)
8. Online document collaboration (like Google G Suite or Quip)
9. Human Resources (like ADP or Workday)
10. CRM (like Salesforce)
11. Project management (like Trello or Asana)
12. Finance (like Netsuite)
13. Analytics (like SAS)
14. Developer tools (like GitHub)
15. Marketing (like Marketo)
16. Other
17. None of the above

Q2. Approximately how many different apps or programs do you use at work at least once a week?

1. 0
2. 1-5
3. 6-10
4. 11-15
5. 16-20
6. More than 20

Q3. How much time daily, on average, do you spend checking or responding to notifications across different work-related apps or programs?

1. Up to 30 minutes
2. 30 minutes to 1 hour
3. 1 hour to 2 hours
4. More than 2 hours

Q4. How fast do you feel you are expected to respond to notifications across different apps or programs?

1. Immediately
2. Within 1 hour
3. Within 2-3 hours
4. Within 4-6 hours
5. Within 1 business day
6. There is no expectation to respond in a specific timeframe

Q5. Do you feel the pressure to check your different work-related communications apps or programs outside of your working hours?

1. Yes, I check them regularly outside of my working hours
2. Yes, I check them, but sparingly
3. No, I do not check them outside of working hours

Q5a. **[Base = If 1 or 2 in Q5]** When you receive a notification outside of your working hours, how frequently do you respond immediately?

1. All the time
2. Most of the time
3. Some of the time
4. Rarely
5. Never (I only respond during working hours)

Q6. Has the volume of notifications you receive outside of your working hours increased, decreased, or stayed the same in the past year?

1. Increased
2. Stayed the same
3. Decreased

Q6a. Has the pressure to answer notifications you receive outside of your working hours increased, decreased, or stayed the same in the past year?

1. Increased
2. Stayed the same
3. Decreased

Q6b. **[Base = If 1 in Q6]** How have these increased notifications impacted your life outside of work? *Please select all that apply.*

1. I feel like I'm always at work, even when I'm off the clock
2. I feel anxious about any incoming notification
3. I'm unable to fully focus on spending time with loved ones
4. Other
5. There is no impact on my life outside of work

Q7. Thinking of interruptions in your work day, how disruptive, if at all, are the following activities to your workflow

- A. Meetings
- B. Talking to co-workers in person
- C. My personal device
- D. Toggling between applications or programs
- E. Finding information across applications or programs
- F. Constant notifications from applications or programs
- G. Phone calls
- H. Emails
- I. Team messaging

- 1. Very disruptive
- 2. Somewhat disruptive
- 3. A little disruptive
- 4. Not disruptive at all
- 5. Not applicable to me

Q8. What emotions do you experience when you hear / see an alert or notification on an application or program used to communicate and collaborate at work? *Select all that apply.*

- 1. Curiosity
- 2. Annoyance
- 3. Anxiety
- 4. Stress
- 5. Indifference
- 6. Calm
- 7. Happiness
- 8. Other/ none of the above

Q9. How much anxiety, if any, does each of the following make you feel?

- A. Work alerts and/or notifications
- B. Spiders/bugs
- C. Going to the dentist
- D. An unexpected call from your manager
- E. Flying on a plane
- F. Public speaking
- G. An overwhelming to-do list
- H. Turning your camera on in a meeting
- I. Commuting to work

- 1. A lot of anxiety
- 2. A little anxiety
- 3. No anxiety at all

Q10. Do you find the following everyday occurrences more or less annoying than navigating between different communications apps or programs at work?

- A. Wash dishes
- B. Wait in a long line
- C. Manage bills
- D. Make a doctor's appointment
- E. Wait for a delivery
- F. Sit in a traffic jam
- G. Clean the bathroom
- H. Fold laundry
- I. Mow the lawn

- 1. Less annoying than navigating between different applications for work
- 2. Equally annoying as navigating between different applications for work
- 3. More annoying than navigating between different applications for work

SECTION 3: Solution – Unified platform

Q11. To what extent do you agree or disagree with the following statements about having more than one app or program for communicating and collaborating at work?

- A. My focus on work is impaired and it is harder to do 'deep work'
 - B. Too many apps make it harder to be productive
 - C. Too many apps limit my headspace and stifle my creativity
 - D. The number of apps impacts my ability to catch up with colleagues
 - E. I lose track of tasks assigned to me and am more prone to making mistakes
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- 1. Strongly agree
 - 2. Somewhat agree
 - 3. Neither agree nor disagree
 - 4. Somewhat disagree
 - 5. Strongly disagree

Q12. Would you prefer to have your work communications (such as voice, video, online meetings, etc.) and collaboration (such as team messaging and file sharing) capabilities integrated into a single platform or as separate apps or programs?

- 1. Strongly prefer a single platform
- 2. Somewhat prefer a single platform
- 3. No preference between a single platform or separate apps
- 4. Somewhat prefer separate apps
- 5. Strongly prefer separate apps

Q12a. **[Base = If 1 or 2 in Q12]** If you could integrate all the communications capabilities you use at work into one central app or platform, how do you think this would impact your productivity?

- 1. Greatly increase my productivity
- 2. Somewhat increase my productivity
- 3. No impact on my productivity
- 4. Somewhat decrease my productivity
- 5. Greatly decrease my productivity
- 6. Don't know/Unsure

Q12b. **[Base = If 1 or 2 in Q12]** How much time do you estimate you could save each day using a single platform for all communications?

- 1. Up to 30 minutes
- 2. 30 minutes to 1 hour
- 3. 1 hour to 2 hours
- 4. More than two hours
- 5. None

SECTION 4: Future – AI Tools

Q13. What do you currently use AI for at work? *Select all that apply.*

1. Task management
2. Virtual assistant
3. Knowledge management
4. Customer/client service
5. Note-taking/transcription
6. Meeting recaps
7. Lead management
8. HR/hiring processes
9. Sales coaching
10. Other
11. I do not use AI tools at work.

Q14. In which of the following areas do you think AI will be most helpful in the workplace in the next year? *Select all that apply*

1. Task management
2. Note-taking/transcription
3. Virtual assistant
4. Meeting recaps
5. Knowledge management
6. Customer/client service
7. HR/hiring processes
8. Lead management
9. Sales coaching
10. None of the above.

Q15. To what extent do you agree that AI can save you time in identifying relevant and important information across communications apps at work?

1. Strongly agree
2. Somewhat agree
3. Neither agree nor disagree
4. Somewhat disagree
5. Strongly disagree

Q16. In the context of communication and collaboration applications, how much do you agree that an AI-powered personal assistant could help to reduce feelings of chaos on a daily basis?

1. Strongly agree
2. Somewhat agree
3. Neither agree nor disagree
4. Somewhat disagree
5. Strongly disagree

Q17. Which of the following would you ask an AI-powered virtual assistant to do that you wouldn't ask of a real person?

1. Research things you feel you should know the answer to
2. Proofread documents that you don't want to
3. Send automatic replies to people you don't want to talk to
4. Remind you to take mental health breaks
5. Keep your laptop on so you can run errands
6. Book sensitive appointments e.g. job interviews at other companies
7. Schedule short breaks / fake meetings when the weather is nice
8. Schedule bathroom breaks
9. Other
10. None of the above.

Q18. Which of the following best describes your organization's primary business activity?

1. Healthcare
2. Education
3. Technology
4. Professional Services (Marketing, consulting, legal, publishing, etc.)
5. Retail (Clothing, groceries, etc.)
6. Financial Services/Insurance
7. Construction/Home repair services
8. Government (Administration, Agency, etc.)
9. Manufacturing (Automotive, Aerospace, etc.)
10. Transportation/Delivery
11. Hospitality
12. Not-for-Profit
13. Consumer Goods (Beverages, Food, etc.)
14. Arts & Entertainment
15. Civil Service (Military/Police/Fire)
16. Real Estate
17. Energy & Utilities
18. Agriculture & Mining

About the Study

These are some of the findings of an Ipsos poll, conducted between July 18 – August 1, 2023 on behalf of RingCentral. For this survey, a sample of 4,500 adults age 21-65 across Australia, the United Kingdom, and the United States were online in English. To qualify for the study, respondents had to be full-time workers, defined as working full-time, having 2 or more part-time jobs, or being full-time self-employed. The sample includes 1,500 workers from Australia, 1,500 workers from the U.K., and 1,500 workers from the U.S.

The sample was randomly drawn from [Ipsos' online panel](#), partner online panel sources, and ["river" sampling](#) and does not rely on a population frame in the traditional sense. Ipsos uses fixed sample targets, unique to each study, in drawing a sample. After a sample has been obtained from the Ipsos panel, Ipsos calibrates respondent characteristics to be representative of the age 21-65 population of each of the three countries, prior to screening for employment status. The source of these population targets is U.S. Census 2021 American Community Survey data, 2018 Eurostat Database, and the 2016 Australia Census data. The sample drawn for this study reflects fixed sample targets on demographics. Posthoc weights were made to the population characteristics on gender, age, and region in each country.

Statistical margins of error are not applicable to online non-probability polls. All sample surveys and polls may be subject to other sources of error, including, but not limited to coverage error and measurement error. Where figures do not sum to 100, this is due to the effects of rounding. The precision of Ipsos online polls is measured using a credibility interval. In this case, the poll has a credibility interval of plus or minus 1.8 percentage points for all respondents. Ipsos calculates a design effect (DEFF) for each study based on the variation of the weights, following the formula of Kish (1965). This study had a credibility interval adjusted for design effect of the following (N=4,500, DEFF=1.5, adjusted Confidence Interval=+/- 3.3 percentage points).

The poll also has a credibility interval of plus or minus 3.1 percentage points for workers in Australia, plus or minus 3.1 percentage points for workers in the U.K., and plus or minus 3.1 percentage points for workers in the U.S.

About Ipsos

Ipsos is one of the largest market research and polling companies globally, operating in 90 markets and employing over 18,000 people.

Our passionately curious research professionals, analysts and scientists have built unique multi-specialist capabilities that provide true understanding and powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. Our 75 solutions are based on primary data from our surveys, social media monitoring, and qualitative or observational techniques.

Our tagline "Game Changers" sums up our ambition to help our 5,000 customers move confidently through a rapidly changing world.

Founded in France in 1975, Ipsos has been listed on the Euronext Paris since July 1, 1999. The company is part of the SBF 120 and Mid-60 indices and is eligible for the Deferred Settlement Service (SRD). ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP www.ipsos.com